



Mittleman

Jewish Community Center

Schnitzer Family Campus

6651 SW Capitol Highway, Portland, OR 97219

P: 503.244.0111 | F: 503.245.4233 | oregonjcc.org

POSITION DESCRIPTION

6651 SW Capitol Highway, Portland, OR 97219

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TITLE: Senior Manager of Operations and Programs
\$60,000 - \$68,000

INTRODUCTION: The Senior Manager of Operations and Programs provides daily oversight and supervision of the staff and programs in the fitness and camp departments. The Senior Manager of Operations and Programs is responsible for the development and implementation of programs in these areas that meet the needs and interests of the diverse membership of the Mittleman Jewish Community Center (MJCC). This position is responsible for ensuring that programs and services are delivered by staff with a strong commitment to customer service and in facilities that are clean, well-maintained, and appropriately equipped. The Senior Manager of Operations and Programs actively assists the Assistant Executive Director with the overall operational needs of the entire MJCC, as well as, actively promotes membership through a variety of means, including program development and special events. This position will directly oversee the fitness and camp departments, with the potential to shift and grow as we rebuild our membership.

TYPICAL EXAMPLES OF WORK (These examples represent the essential functions of the position and are not an exhaustive list of all duties that might be assigned.)

1. Assume management responsibilities for daily operations in the fitness and camps departments, and, take an active interest in all other departmental programs, including, sports, aquatics, membership, and cultural arts. Maintain and strengthen a strong philosophy of customer service in all departments; respond to member suggestions and concerns. Order equipment and supplies within budget; oversee equipment repairs and maintenance.
2. Provide leadership in the area of fitness and camps. Research new trends and develop innovative programs and services to keep the MJCC competitive with local fitness clubs and day camps.
3. Serve as a visible presence on a daily basis. Visit fitness and camp programs on an on-going basis. Be available onsite while camps are in session, including summer day camps and vacation and holiday camp programs. Note, this position primarily works business hours, but will be expected to have availability varied days and hours, including some holidays. (See the generous holiday policy below)!
4. Hire, train, and mentor personnel in a collegial atmosphere of respect. Ensure that new hire paperwork is complete. Track certification and license expiration dates. Deliver staff orientation and training. Meet regularly with direct reports. Support and reinforce employee culture of customer service. Serve as an exemplary role model.
5. Coordinate with HR Department in completing regular performance assessments. Work with direct reports to establish annual goals. Work with employees to correct performance deficiencies; implement disciplinary actions as needed.
6. Support the efforts of the marketing department in the development of the program guide and program-specific posters and brochures. Actively promote MJCC services to members and the general community. Promote new programs, activities, equipment and materials to other departments and the community.
7. Manage expenditures within identified budget limits; review monthly financial reports; provide information to the finance department as requested.
8. Work alongside Assistant Executive Director and provide operational support to all JCC areas and programs as needs arise. Prepare and present written and verbal reports to the Assistant Executive Director as needed.

QUALIFICATIONS. Any combination of experience and training that demonstrates the ability to perform the duties of the position is qualifying. This would typically include:

- Bachelor's Degree from an accredited college or university with major coursework in health, fitness or camp administration, business or a closely related field;
- Management experience with a proven ability to assume increasingly significant levels of responsibility.
- Supervisory experience with a track record of developing and maintaining a cohesive team with a strong customer service orientation;
- Strong verbal and written communication skills. Familiarity with modern office equipment including personal computers and Microsoft Office software.
- Demonstrated skill in hiring, evaluating and supervising staff.
- Knowledge of operational characteristics, services and activities common to fitness clubs and camps, management practices related to program management, personnel management and customer service. Knowledge of fitness and camp program development.
- Ability to meet and deal courteously and effectively with other employees, user groups, community groups and the public.
- Ability to maintain accurate, organized records and to prepare reports.
- Relevant experience in a comparable facility; strong interest in learning additional skills related to the overall operational management of a large non-profit community center.

KNOWLEDGE: Knowledge of operational characteristics, services and activities common to health fitness clubs and camp programs. Knowledge of management practices related to program management, personnel management and customer service. Knowledge of fitness and camp program development and evaluation.

SKILL: Strong verbal and written communication skills. Familiarity with modern office equipment including personal computers and Microsoft Office software. Demonstrated skill in hiring, evaluating and supervising staff.

ABILITY: Ability to project a positive, professional personal attitude and positive community image of the MJCC at all times. Ability to communicate effectively, both orally and in writing. Ability to work cooperatively with other departments within the MJCC. Ability to meet and deal courteously and effectively with other employees, user groups, community groups and the public. Ability to remain calm and use good judgment during confrontational or high-pressure situations that may arise. Ability to maintain accurate, organized records and to prepare reports.

PHYSICAL REQUIREMENTS OF THE POSITION

Many duties are performed in an office environment, but the position requires the ability to move throughout the campus throughout each day. Dexterity to operate a computer keyboard and sit for extended periods may be required. This position requires visual and auditory acuity within normal limits and clear speaking ability. This position may require work outside of normal business hours.

SUPERVISION RECEIVED: This position works under the supervision of the Assistant Executive Director.

SUPERVISION EXERCISED: This position provides first-tier supervision of all fitness and camp staff. This position provides second-tier supervision to all other department staff, as directed by the Assistant Executive Director.

FLSA STATUS: Exempt

ABOUT US: Mittleman Jewish Community Center is a vital institution for Jewish culture and identification, proud to offer its programs and services to everyone. For more than 100 years, the MJCC has offered educational, social, cultural and recreational programs.

WORKING HERE: the MJCC pays the full monthly premium for full-time benefit eligible employees' medical, dental, long term disability, and life insurance coverage at the individual level. A medical buy-up plan is also available. Full

time employees also receive a free family membership to the MJCC, as well as discounts on paid programming. The MJCC celebrates both federal and Jewish holidays, with up to 24 paid holidays per year. If you are unable to take the day off on a holiday, it may be floated to another day and used at that time.